



TRICARE
MANAGEMENT
ACTIVITY

OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE
HEALTH AFFAIRS
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MAY 2 2001

MEMORANDUM FOR SURGEON GENERAL OF THE ARMY
SURGEON GENERAL OF THE NAVY
SURGEON GENERAL OF THE AIR FORCE
LEAD AGENTS

SUBJECT: Advancing the Practice of Primary Care Manager by Name Concept

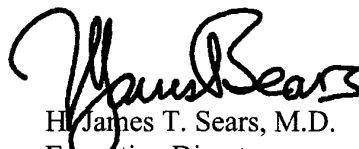
Reference: Memorandum from the Assistant Secretary of Defense (Health Affairs), Subject:
Individual Assignments to Primary Care Managers by Name, dated
December 3, 1999

Over the past year, Lead Agents and Military Treatment Facilities (MTFs), with the support of TRICARE Management Activity and the Surgeons General have vigorously worked to implement the Assistant Secretary of Defense (Health Affairs) policy to designate a specific Primary Care Manager (PCM) for each TRICARE Prime beneficiary. This is a key step in fully implementing the elements of TRICARE Prime: to build provider-beneficiary relationships, establish two-way accountability, address beneficiary's healthcare needs including prevention and wellness, enhance continuity of care, and promote efficiency of healthcare delivery.

The Primary Care Manager By Name (PCMBN) business rules and accompanying material have been reviewed and approved by the PCMBN Integrated Program Team and the Deputy Surgeon General Council. Along with the "business rules," a series of toolkits have been developed and are included in the attached "Compact Disc" to assist Lead Agency and MTF staff in advancing the PCMBN concept. These tools outline the philosophies and behaviors that form the basis for the primary care management approach, and serve as guidelines and templates to assist the implementation and day to day operations of this enhanced approach to healthcare delivery. This information will be updated periodically to keep pace with the evolution of the Defense Eligibility Enrollment Review System and our managed care support contracts.

Lead Agents are asked to reproduce and distribute these business rules and toolkits to MTF Commanders and Military Health System leaders throughout their region. In turn, MTF Commanders are asked to make them available to their PCMs and staff.

The reality is that our beneficiaries know who their PCM is supposed to be, and there is an electronic assignment of PCMBN at most facilities. Our task will not be fully complete until we affect the cultural changes necessary to institutionalize this important standard of healthcare delivery. The point of contact in this matter is LTC Scott Goodrich at 703-681-0064.



H. James T. Sears, M.D.
Executive Director

Attachment:
As stated

cc:
ASD(HA)